AMC 4

A Mitel Company

Admin User Guide for Android

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1 Welcome to Aastra

Thank you for choosing this Aastra Mobile Client product. Our product meets the strictest requirements with regard to quality and design. The following user's guide will assist you in using the Aastra Mobile Client (AMC 4) application and answer most of the questions that may arise. If you require further technical support or information about other Aastra products, please refer to our website at http://www.aastra.com. It provides additional notes and hints on the product.

1.1 Overview

The Aastra Mobile Client brings system telephony features to your mobile telephone. It takes just a few steps to install after which the AMC can be used immediately and conveniently without spending too much time learning it.

1.2 Fixed Mobile Convergence

Fixed Mobile Convergence (FMC) is the integration of mobile telephones into the fixed-line communications system of a company. The Aastra Mobile Client software (AMC) allows you to access the Aastra communications system services from your mobile phone, enabling complete integration with the communications system as a normal extension.

- Use your mobile phone with the Aastra communications system - the familiar communications environment accompanies you around the world and is always available.
- Switch at any time from mobile telephone to system telephone - even in the middle of a call. Depending on the situation, select the mobile telephone or stationary system telephone - accessible worldwide - with the best audio quality.
- Always be accessible under one single number - free people calling you from having to keep track of several network and call numbers.

2 Introduction to the User Guide

This user's guide describes the AMC application. You will find the user's guide and other documents for your application at:
www.aastra.com or www.aastra.com/docfinder.

For more information please refer to the documentation or to your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your product, whether it conforms to your product's version and whether it is up to date.
- Read through the user information carefully before using the AMC.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the application.
- If individual features differ on the Aastra communications systems, a reference is made in this user's guide.

3 Introduction to the AMC

Thank you for using the AMC for Android-based mobile phones. The AMC is a fixed-mobile convergence (FMC) application and runs on most phones based on the Android Version 2.3 and 4.0 - 4.4. Please note that the AMC for Android can also be run on Blackberry OS 10.2.1 and later!

Fixed Mobile Convergence (FMC) is the integration of mobile phones into the fixed-line communications system of an enterprise. The AMC installed on your mobile phone behaves like this. It acts as a regular desk phone, supporting all of the important PBX features using mobile networks.

The AMC Solution utilizes existing networks, thereby avoiding additional installation costs. To start with, the existing mobile network or WLAN access point can be used.

3.1 Feature Overview

Your AMC is the key to a variety of communication services like:

1. Integrated usage of cellular networks via your corporate PBX
2. Access to PBX features (Conference, Consultation etc.)
3. Voice-over-IP (VoIP) telephony via WLAN or mobile data channel *
4. Automatic handovers (cellular network » WLAN, WLAN » cellular network)*
5. Mobile Least Cost Routing (HTTPS call back & Travel SIM) *
6. Corporate directory search *
7. IM and Presence *
8. Encrypted VoIP *

Furthermore, as part of our AMC Solution, your AMC offers a range of features to make use of mobile least-cost routing (LCR) which enables you to make dynamic use of the most favorable rates depending on your location and on available networks. All user relevant information regarding the above mentioned possibilities and features will be given at the appropriate points throughout this manual.

The features marked with * require a license or depend on the used provider, the available network and the configuration by the administrator.

3.2 How to read this Manual

This manual is designed to guide you step by step through the installation, configuration and usage of your AMC, providing you with useful hints and advice to facilitate the handling of your AMC. Throughout this manual we will print any terminology used in the AMC or in the main menu of your mobile phone in *italic* letters.

This manual does not describe how to operate the other functionality of your mobile phone. Please refer to the documentation of the available desktop software or the user manual of the device itself. General pieces of information will be marked with the i-icon to the left.

Information for technicians and/or administrators will be given throughout this manual. Those pieces of information will be marked with the icon to the left.

It is possible to deploy settings over-the-air (*OTA Deployment*) via the AMCC. This is done with key-value pairs (settings' key and setting). With the icon to the left we will point out, where OTA deployment is possible. Please refer to the Aastra Mobile Client Controller Administrator Manual for a general description of *OTA Deployment*.

Terminology

The picture below illustrates the denomination of your mobile phone's keys as used in this manual:

Figure 1: Button names used in this document. If pure touch-screen devices are used, button names refer to the touch buttons and options with the respective functionality.

4 Restrictions

Please note that there are certain restrictions for third-party applications on practically all mobile platforms. There are some restrictions on the Android devices which the AMC is subject to. New smart phone types/models are released every week. To avoid solution complexity and to ease management, it is recommended to implement a mobile phone policy in the company to standardize on a limited amount of phone models. A smart phone is like a computer. You have to reboot them now and then to ensure consistent behavior (the recommendation is once a day on average).

The AMC is a powerful application, and if you have all features turned on, the AMC as well as the data connections, battery life can in worst cases be 50% shorter (dependent on phone type, OS version, network and user scenarios).

There are a handful of destination numbers which are Emergency numbers (000, 110, 112, 118, 119, 911 and 999) which together with your mobile operator's service numbers will result in pure cellular calls ("Direct calls") where the AMC should be inactive. Please make sure these are not part of your number plan.

4.1 For Blackberry AMC on Android Runtime

Blackberry phones with OS 10 have Android Runtime which enables you to run applications for Android on your phone. Please note that the following limitations apply:

- The OS version must be 10.2.1 or later;
- Due to OS-properties, automatic handovers (to/from VoIP) are not supported;
- No support for speakerphone or Bluetooth Audio;
- The ringtone volume cannot be modified in the ringing screen.

4.2 By Mobile HardWare Platform

Samsung phones could need adaption of speech volume on the AMCC for Wi-Fi calls.

4.3 By Network (Cellular)

The functionality and features of the AMC are also subject to the used network . If no data connection is available, features requiring feedback (for example:checking the status for Call Forwarding) are not available! If Dual-mode usage is part of the solution, you must make sure the Wi-Fi network is "Voice ready".

Most network operators deactivate the usage of data channels for cellular calls. This can be avoided by limiting data usage in cellular networks to WCDMA only. Please note that this setting limits data coverage, e.g. 2G networks, will not be used. No in-call menu will be displayed in 2G-networks.

Some mobile network operators do not send out their Identity in the signaling available for the AMC to present in a Network status bar. If this is the case only "Cellular Network" will be presented.

4.4 By Mobile OS Version

Please note that updates to lower battery consumption has been implemented on Android OS from version 2.2. To reduce power consumption as much as possible, the AMC has a configurable inactivation of the GPRS connection (refer to 12.6). The AMC will then not continue sending registration requests when the phone enters power saving mode - unless desired.

There are slight differences in the OS used by manufacturers (HTC, Samsung etc.). Please note that this can lead to differences in the behavior of the AMC.

Note: There is no technical support if the AMC runs on a device with altered ROM (Cyanogen Mod, MIUI and the like).

4.5 Details

- Which possibilities exist to present Caller-ID information received by cellular channel are limited by the mobile platform as such.
- The *Wi-Fi Sleep Policy* of the Android operating system (*System Settings* » *Wireless & Networks, Wi-Fi Settings* » Press "Options"» *Advanced*) has to be set to "Never" for the AMC to work properly. Any other setting here will interfere with main features of the AMC!
- On some older devices and older OS versions the AMC cannot recognize the connection of a headset. Headsets then have to be activated manually by using the option Loudspeaker in-call menu of the AMC. Bluetooth headsets could interfere with Wi-Fi systems, as both systems use 2.4 GHz frequency band contention can

be an issue. Each Wi-Fi transmitter blocks out 20 of the available 79 Bluetooth channels. This is specifically valid for lower end Bluetooth headsets.

- The service *GSM Callback* is not available on Android.
- Dialing numbers of contact entries from within the AMC with an appended letter ”P” and the like is not supported.
- When performing a handover on some devices from cellular networks to Wi-Fi, the device has removed from the ear for a short moment to prevent the built-in proximity sensor from interrupting the handover and cutting off the audio stream in Wi-Fi.
- Connecting the device to a computer and accessing the SD Card may lead to a restart of the AMC.

5 Data Usage Overview

The following table clarifies exactly how much data usage is required for individual services of the AMC. The settings governing the allowed usage of cellular data channels are described in 12.6 on page 49.

Setting/Service	Available Services and required data volumes
Packet Data Off	0KB, no features that require Packet Data can be used.
Packet Data Minimal	Approx. 3KB per Callback attempt, 10KB for the Corporate Contacts search with a typical result set of 5-10 users.
Packet Data Local Network & *GPRS Dynamic*	60KB per hour for registrations and keepalives with MWI, but without IM/ Presence 100KB for average IM/ Presence usage per hour. 300- 500KB per hour for feature usage in calls.
3G VoIP	Approx. 25**MB** per hour with iLBC and approx. 78**MB** per hour with PCMU

6 (Initial) Configuration Download

The configuration for your AMC can be downloaded automatically when opening it for the first time. Before opening the AMC, make sure that a data channel (Wi-Fi or 3G) is available. When you open the application a pop-up window will appear (see screenshot):

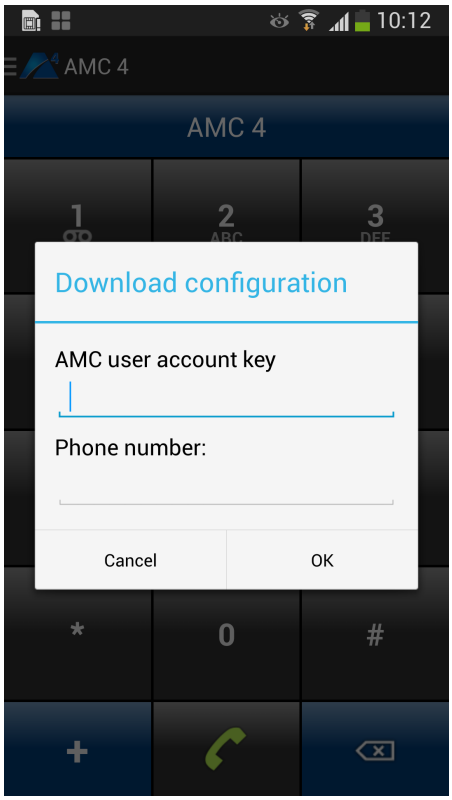


Figure 2: Download pop-up

1. If you have received an AMC User Account key, enter it into the pop-up window. Leave blank if you haven't received a key.
2. Enter your cellular number into the automatic pop-up window. Entering it with a leading plus sign is not necessary, but please provide the number including the country prefix.
3. Press "OK" to begin the configuration deployment to your AMC.
4. The AMC will notify you once the configuration download has ended and if further steps are necessary.

→ After this all configuration data provided in the system will be saved and applied by your AMC.

Redirect Server

The deployment method "Redirect Server" will always appear if the client is unconfigured. Your administrator has the option to enable authentication via PIN. Contact him if the PIN-popup appears and you haven't received the PIN.

In the case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to either enter Registrar IP, Username and Password manually or to retry the automatic download. The AMC will then (re)try to download the configuration by the chosen method.

Troubleshooting: Re-download Configuration

In rare cases, the settings data may be corrupted when saved by the AMC. Should problems occur immediately after a configuration download, please re-download the configuration. To download the configuration data manually, open the *Settings* section on your AMC, then open the context-sensitive menu, and select the option *Configuration Download*.

Forced Configuration Download

In certain cases a configuration download can be forced from the AMCC to the AMC. If necessary for the application of new settings, the AMC will be rebooted automatically.

6.1 Opening the Application

Figure 3: Native home screen.

Open the AMC by pressing its icon in the application menu of your Android smartphone. While in the AMC Home screen, press the menu button and select *Settings* to view and edit configuration details.

If configuration download fails, make sure the mobile data Access Point for your mobile provider is configured correctly (if unknown, see their web page).

When you first open the AMC, a configuration download via the Redirect Service (as described in section 6) will be attempted. Enter your AMC User Account Key and mobile phone number (in international format) to attempt a download. A data connection is mandatory!

If the administrator has created the AMC license, it will be included in the configuration download. If added to the configuration, the LCR file will also be downloaded and then the feature file. Please don't close AMC before the download is complete.

Redirect Download Attempts

Until the settings Registrar, Username and Password have been set in the AMC, there will be a pop-up window every time AMC is started e.g. on the first start of the AMC and after a factory reset (refer to chapter 13).

6.2 AMC License activation

Grace Period

AMC is installed with a 30 days trial period. During these 30 days a license download is necessary to avoid license expiration. The AMC will inform you about the expiration of this license period.

Useful Advice

The AMC license information gets included in the configuration data when the AMC portal administrator selects "Create license" for a specific user. This means the license information will activate a client at configuration download. A client with expired license will download the configuration at every startup.

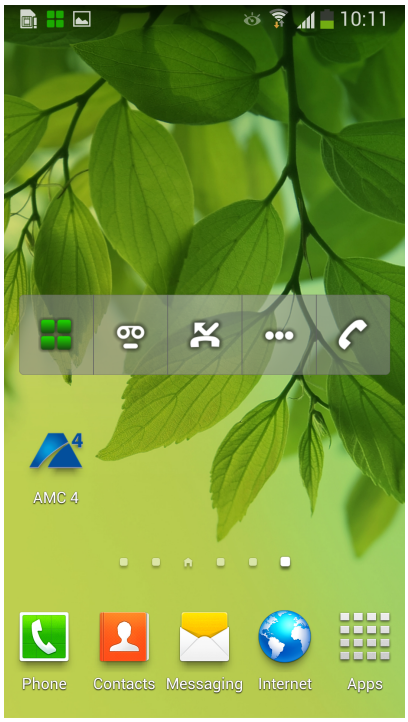
If a window is presented where you are requested to enter an activation key, your trial period has expired. In such case, contact your administrator. Make sure your administrator has created the license.

7 General Operation of the AMC

The AMC seeks to blend in seamlessly with the usability concepts of the platform it runs on, and tries to closely match the functionality of your smartphone's native phone application. The following chapter contains all user-relevant information for the AMC: how to navigate within the AMC, and how to use in- and out-of-call features.

7.1 The Widget

From the latest version on, the AMC for Android offers a widget for the following services (from left to right):



- **Registration:** This shows your current registration status. Touch this icon to open the home screen of the AMC.
- **Voice Messages:** Place a call to you voice mailbox by touching this icon. A small red icon will display the number of missed calls. If no voice mail has been received and no calls have been missed, this icon will show reiceived chat messages, and touching the icon then will lead you to the chat screen.
  If the settings needed for the Voicemail service have not been configured, this button will not be displayed.
- **Call Log:** Open the call log view of the AMC.

- **Features:** This button leads you directly to the features view of the AMC.
- **Quickdial:** Open the Quickdial view where you can add up to 9 contacts to the Quickdial list. To add contacts, touch the *Add* button, then select *From contacts* (this contains local and Corporate Contacts) or open the tab "Manually".

  In the *From Contacts:* view, click on the icon on the left end of the search bar to select "All Contacts" (default), "Contacts" (local phonebook), or "Corporate Contacts". The corporate contacts will not be searched until at least two characters have been entered or three seconds have passed.

You have the option to move and sort your quick-dial contacts in the context-sensitive menu.

If you have altered the standard feature codes on the AMCC, the Features button (with CFW and DnD) will not offer its services.

Note: Please note that a user icon (i.e., with photo) will only be displayed if the contact is added from the native phonebook, and if the contact there contains such a user icon. Touch a contact and hold for call-type options.

Note: On some devices with small screens, the Quickdial list may only display up to 4 contacts.

7.2 Home Screen Navigation

The tabs of the toolbar have been replaced with a "drawer" with the latest version of the AMC. Tap the app icon to open the drawer or swipe from left to right navigate to different screens.

7.2.1 Drawer and Quick-Settings Menu

At the bottom of the drawer (see screenshot below) quick-settings options to enable VoIP and 3G VoIP become available if the AMC is configured for dualmode usage.

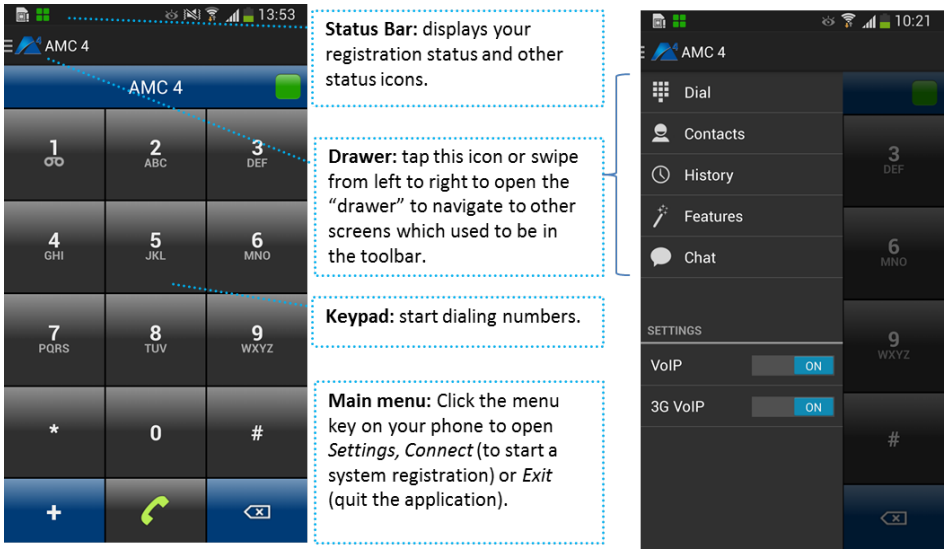

13:53
AMC 4
AMC 4
Status Bar: displays your registration status and other status icons.
Drawer: tap this icon or swipe from left to right to open the "drawer" to navigate to other screens which used to be in the toolbar.
Keypad: start dialing numbers.
Main menu: Click the menu key on your phone to open Settings, Connect (to start a system registration) or Exit (quit the application).
10:21
AMC 4
Dial
Contacts
History
Features
Chat
SETTINGS
VoIP
ON
3G VoIP
ON

Figure 4: Explanation of the AMC home screen on Android.

7.2.2 Screen 1: Dial

The start-up screen of the AMC is the Dial screen. Type in numbers and start dialing, or long-press the phone button to open call-type options. For further information about call types, refer to 8.5.

7.2.3 Screen 2: Contacts

Enter this screen from the drawer or by swiping from left to right once. Depending on your system configuration you can filter contacts and access the corporate directory. Find more information in section 8.4.

7.2.4 Screen 3: History

Another swipe to the right leads you to the AMC's call log.

Please note that the call log of the AMC for Android is separate from the phone's native call log. AMC calls do not appear in the native call log, and native calls do not appear in the AMC call log.

7.2.5 Screen 4: Features

In this screen configured out-of-call features are available. Find more information about out-of-call features in section 8.7.

7.2.6 Screen 5: Chat

Please note that this screen is only available if chat is configured! Find more information in chapter 9.

7.2.7 Screen 6: BluStar Web

This screen also only appears if the required settings are configured on the AMCC! If available, BluStar Web offers further Presence states and contact lookups.

7.3 Registration Status

This registration icon indicates that there is a VoIP-capable data connection. This data connection may be Wi-Fi or Packet Data(refer to 12.6 for information about *Packet Data* settings).

This icon indicates a successfully established data connection. Features can usually be accessed perceivably faster. A SIP-connection is used for feedback and feature access. Please note that this connection produces traffic.

This icon indicates that a system registration is in progress.

The red icon appears if the system registration has failed. This may be caused by faulty user credentials. Please contact support if this problem persists.

You will see this icon if there is currently no data connection available, and therefore no system registration possible. Whenever a configured Access Point becomes available, the AMC can re-registers itself in the system if it is configured to do so. Please note that system registration (data access) is needed for fast mode call setup method.

Registrations in Data Networks other than Wi-Fi

Please note that certain settings have to be enabled for the AMC to register over Packet Data (refer to 12.6).

Static Roaming

When the AMC is turned off, calls will only be routed to the *GSM Number* of a user if *Static Roaming* is activated for this user. If *Static Roaming* is deactivated on the AMCC, the AMC will not be available in cellular-only networks.

8 Features of the AMC

The following explains all call related services of your AMC.

General Availability of Features

Available in- and out-call features depend on your PBX; for some features please consult your PBX documentation. More or less features than the ones described below might be available in your specific case. Features displayed by the AMC can be configured through the feature file and can hence even vary on a per-user basis. The Feature file is downloaded when you start your AMC the first time. It can also be downloaded manually. There can be several feature files available but only one is assigned per user.

Contacts Sorting

Sorting in the AMC is always done by Family name. This is not configurable as might be the case in the native Contacts. The reason is that access to this capability can differ widely.

8.1 Placing Calls

Calls with the AMC can be made from within its screens and/or outside of them. This depends on your *Call Preference* configuration, refer to 12.7.To place a call using the AMC, type in or select a number in the *Contacts* screen or *Call List*, and press the green phone button. As soon as a call has been established, in-call features will become available (in Wi-Fi and cellular networks with or without Packet Data). If a Wi-Fi or Packet Data connection is available the AMCC will give feedback about the status of the call(s). This feedback will be displayed as icons at the end of the status line of a call.

AMC calls can be triggered by clicking on links in the browser, email and other apps if the link url begins with "fmccall://".

Redial

A double touch of the green phone button will redial the last dialed number.

Call Setup Time

The call setup time when using the AMC is slightly longer than when using the native application, because the call is set up via the call manager (AMCC) in the enterprise network. If the AMC is registered over the cellular network the call setup time is usually less then 10 seconds. If the phone does not have access to data the call setup is done via DTMF which usual takes approx. 10-20 seconds.

8.2 Accepting Calls

AMC calls can be accepted like all other calls by pressing the concerned key . Which calls are intercepted by the AMC is governed by the 12.7 setting.

Caller ID

The AMC for Android supports the transmission of Caller IDs ("see who's calling") via the AMCC. To make use of this possibility, and to not be subject to different policies regarding the transmission of Caller IDs of the different providers, the following settings have to be applied:

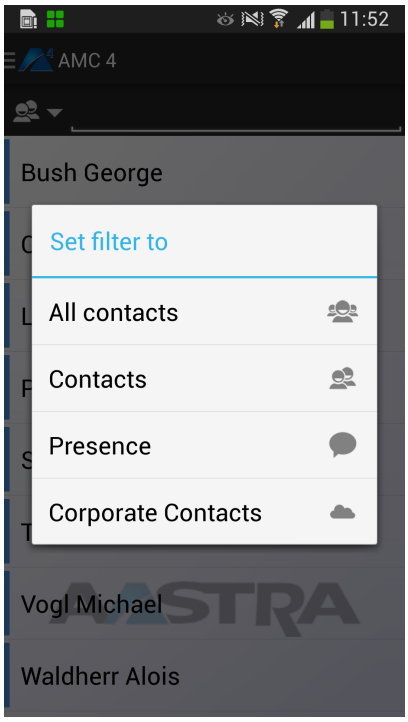
1. Packet Data has to be set to *GPRS Dynamic* or *Local Network*; refer to 12.6.
2. The *MTC Number* has to be set on the AMC if the operator does not include the original Caller ID in the signaling. For the Caller ID transmission to work properly the *MTC Number* has to match 100%, a matching prefix is not enough; refer to 12.1.4.

8.3 Emergency Calls

Emergency calls have to be placed as direct calls, i.e. not with the AMC.

This is done automatically for the major emergency numbers such as 112 and 911. Local emergency numbers that have to be dialed directly can be specified as Exception Numbers. Refer to 12.1.7 on page 47.

8.4 Corporate Contacts



You can search your local and the corporate contacts (if access is configured by your system administrator) from the search bar.

Click on the icon on the left end of the search bar to select "All Contacts" (default), "Contacts" (local phonebook), "Presence" (contacts enabled for chat), or "Corporate Contacts" (see screenshot to the left). The corporate contacts will not be searched until at least two characters have been entered or three seconds have passed. With the latest version of the AMC also offers a filter to only display contacts that are available for chat ("Presence" filter) - this only applies if Presence is enabled.

8.5 Call Types

There are several call types that you can select before dialing. They give you manual access to the potentially cost saving features of the AMC. Please see the picture below.

Automatic Routing

Administrators may specify and deploy routing rules (for Callback etc.) with in an (M)LCR Table and deploy it to the AMC.

Note: Which of the following call types are available and/or how they are routed (VoIP/-cellular) depends your AMC's settings and on your registration status. For example: Callback will not be offered if you are registrered for VoIP, because there is no advantage in using it.

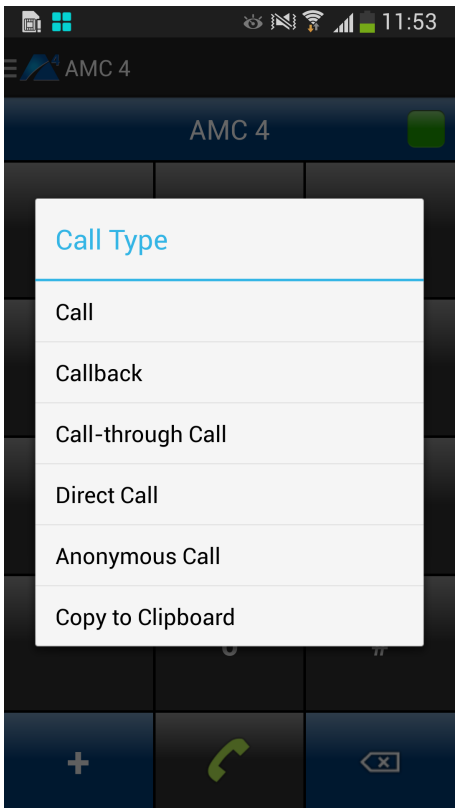


Figure 5: Call types

8.5.1 Call

This is either a VoIP call (if the needed registration is available), or a Call-Through call for cellular connections.

8.5.2 Callback

Demand a Callback and let yourself be connected with the called party. No call will be established from your smartphone. This may have a favorable effect on costs. A Callback is requested via HTTPS.

To use the *HTTPS Callback*, the *HTTPS Port* must be set (refer to 12.8.4) and packet data usage by the AMC must be allowed (refer to 12.6).

8.5.3 Call-through Call

If there is no registration or if the AMC is only registered for signaling (blue registration icon), you will have the option to select a call-through call to ensure that your call is routed through the system. Otherwise, i.d. if you are registered for VoIP (green icon) this call type will not be offered.

8.5.4 Direct Call (Mobile call without passing the PBX)

This option gives you the possibility to place a call "directly" through the mobile network. Such a call will then not be routed through your enterprise network.

8.5.5 Anonymous Call

When you select an *Anonymous Call* the called party will not see your caller ID. Unlike *Direct Call*, this feature has to be routed through your enterprise network.

Further Configuration

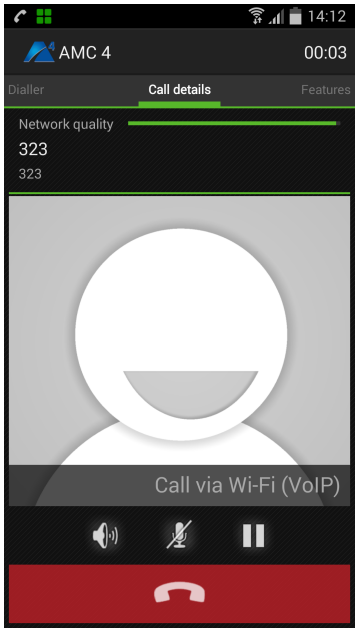
1. This is a PBX-driven feature. Not every PBX supports this.
2. The Anonymous Call Prefix has to be set in the *Settings* of your AMC, refer to 12.8.15.
3. An Access Code has to be configured on the AMCC to match the feature code that triggers an *Anonymous Call* on your PBX (please refer to the Aastra Mobile Client Controller Administrator Manual).

8.5.6 Copy to Clipboard

Copy the entered number to your clipboard with this option. You can then paste it within any other application running on your phone.

8.6 In-Call Features

If a data channel (Wi-Fi or *Packet Data*) is available during a call, your AMC will enable the in-call features of your PBX. For example: The in call menu will not be available during a 2G call as no data access is possible during call (if no Wi-Fi is available for signaling). When there's no data channel, the AMC will give you the option to open the native dialpad which enables you to type in digits (e.g. PINs) to enter conferences and the like.



The in-call screen now displays the network quality for VoIP calls. If the bar is full, best network quality is available.

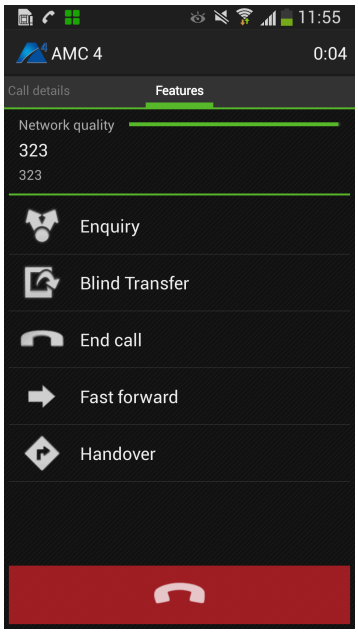
The Hold option can be found in the call details screen along with the speaker and mic option (to the left). Pressing the pause button in the Call Details screen also puts the current call on hold.

8.6.3 Blind Transfer

Transfer a call to a second party. Select this feature and choose a contact or select a number. Your call will be terminated and disappear from the home screen as soon as the other party has picked up.

8.6.4 Toggle, Complete Transfer, and Conference

If there are two active calls (one of them on *Hold*), you can *Toggle* back and forth between them, enter a three-party conference (*Complete conference*), or join the two calls (*Complete transfer*) and terminate the calls on your end.



In this example a Wi-Fi call is placed. Swipe to the features screen for more in-call features.

8.6.1 Hold call

A party can be put on hold by clicking the *Hold* option on the screen. You can resume the call at any time.

8.6.2 Enquiry/ Consultation

Clicking on this option[a] in the in-call features screen puts the currently active call on hold and opens the call screen where you can call a second party. A reconnect tone will be played back if the Enquiry fails (called party unavailable). Toggle conveniently between the held party and the second call by touching their call cards in the *Call Details* screen.

[a] The name of this feature differs depending on the used Aastra Enterprise Communications PBX.It is either "Enquiry" or "Consultation".

8.6.5 Fast Forwarding

This option will forward the call to a predefined number. While in theory this can be any number, this feature is most often used to transfer the call to the desk phone with a single touch of a button. While the transfer to the predefined number is being executed, the AMC offers you the possibility to *Resume* the call (the transfer will be interrupted).

Please note that this feature is executed like a Blind Transfer. If your PBX does not support Blind Transfers, the Fast Forwarding feature will not be available.

For immediate transfer a *Fast Forwarding Number* has to be set (refer to 12.1.6). If no *Fast Forwarding Number* has been set, the AMC will open a keypad with which you can dial or choose a contact.

8.6.6 Handover to Cellular Networks (GSM)

It is possible to trigger a manual Handover to GSM/3G (cellular networks). You can find the selection in the AMC Main Menu (Android button)when in call. The handover request is done through a call towards the AMCC.

Muted Calls

Please note that a muted VoIP call may be unmuted when a handover from VoIP to cellular networks is done. The AMC will display a warning message if this occurs.

8.6.7 Handover to VoIP

It is also possible to trigger a manual Handover to VoIP if the Wi-Fi coverage is good enough, as above the selection can be found in the AMC Main Menu.

8.6.8 Automatic Handover to VoIP

If *Auto Handover* has been enabled in the settings of the AMC, a handover from Wi-Fi to Cellular will be performed automatically if the Wi-Fi signal strength gets too weak to maintain a reliable VoIP connection. A handover from Cellular to Wi-Fi on the other hand will be performed if a known network with sufficient quality gets into range during an ongoing cellular call. At the availability of a network with sufficient quality, the AMC will take some time to assure it is a stable connection before a handover is performed.

If an access point provides VoIP over 3G (and the AMC is set to use this), it will not be possible to get back to a Wi-Fi access point during the call. This depends on that the phone can only have one single IP address.

8.7 Out-Of-Call Features

Out-of-call features give you the possibility to use your smartphone as a full-fledged equivalent of a desk phone. You can access the *Features* screen via the "drawer" (tap the app icon or swip from left to right).

8.7.1 Call Forwarding

You have the option to configure rules about when and to which destination *Call Forwarding* is to be done. There are three different rules: *Always*, *On no Reply* and on *Busy*. A different number may be configured for each of them.

Rules can be cancelled globally with *Cancel call forwarding* or switched on and off with *Toggle On/Off*.

If a call has been forwarded to your AMC, this will be indicated by a diversion arrow in front of the caller's number.

8.7.2 Call Pickup

A pick-up group is a group of people who are notified if one group member receives a call, for example a support group. If there is an inbound call for your pick-up group, the AMC will notify you with a pop-up window and give you the option to pick up the call. Clicking on *Call Pickup* in the *Features* screen also enables you to pick up the first incoming call for your pick-up group.

Pickup Groups

There might also be adjustments to be made on the AMCC and PBX-side. Please consult the Aastra Mobile Client Controller Administrator Manual (keywords: *PBX Access Codes*, *Pickup Groups*).

8.7.3 Call Retrieve

This out-call feature enables you to fetch a call from the waiting loop. If this does not work as expected, please verify that your PBX supports this feature, and contact support if the problem persists.

8.7.4 Voice Mail

Listen to your corporate voice mail with this option. Click on the selection in the AMC Main Menu. A waiting voice message will be indicated by a small cassette icon just left of the icon for the mobile network signal strength in the upper right corner of the AMC screen. Once you have listened and deleted your received voice mail(s) this icon will disappear.

If the settings needed for the Voicemail service have not been configured, this option will not be displayed.

Please note that a *Voice Mail Number* must be configured on the AMCC and your PBX.

8.7.5 Activate and Deactivate DnD

Temporarily disable your AMC as your corporate extension with Do-not-Disturb (DnD). This prevents inbound calls from being forwarded to your AMC (VoIP and cellular). *Deactivate DnD* to be available for inbound calls again.

8.7.6 Absence Info

By selecting the Absence Info menu you can set the absence reason and in some cases the day/time of return, in your PBX as well as cancelling already set information.

8.7.7 SIM Switch

This is a least-cost routing feature explained on page 44.

Use this option to activate a new SIM card. The latest version of the AMC allows you to add a new number to your User Account if 1) the system administrator has enabled this service and 2) if a data channel is available. If this service is deactivated or if there's no data connection, the number has to be assigned to your user account beforehand by your system administrator.
If Automatic Start is activated, and if the SIM card requires PIN activation, the AMC won't detect the new SIM card until the AMC was restarted.

Please note that this feature can be disabled by the system administrator! If deactivated, no SIM-Switch options will be available.

9 IM and Presence

The AMC enables basic mobile presence and the ability to chat with your smartphone. Immediately after the required settings have been configured (see infobox below), the Online/Offline Presence Status will be displayed in the Home screen (application bar).

Required Settings

IM/Presence has to be turned *On* (refer to 12.10.1) and the *Presence Domain* (refer to 12.10.2) has to be configured correctly on the AMC, and profiles of *XMPP Endpoints* and *XMPP User Accounts* or *SIMPLE User Accounts* have to be created on the AMCC. Please note that these settings can be turned off (and will then not appear in the AMC) on a global level via the AMCC!

IM/Presence Limitation

Please note that only Presence (no IM) is supported with the Aastra BluStar infrastructure. Options will in any case, even if settings are not disabled globally, be limited compared to the screenshots above.

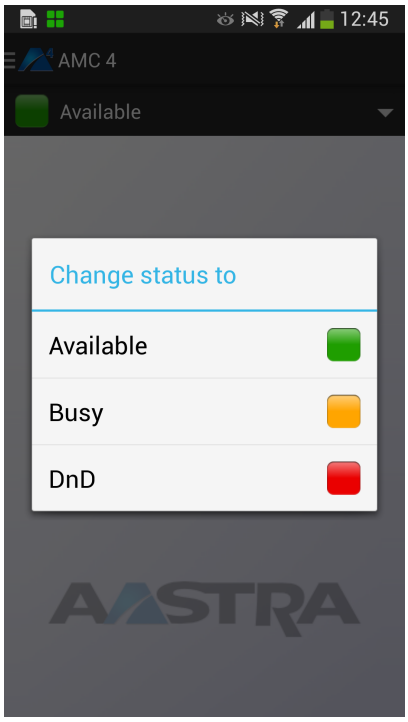
9.1 Adding Contacts

The AMC will automatically make contacts available for chat (subscribe to a contact's Presense status) if the email address of a contact matches the configured Presence Domain and contacts with a valid email address in the IM field.

Note: Please make sure that entered email addresses pass a validity test, i.e. they have to constist of the following: [name]@[domain].[xx]!

Most XMPP servers are case sensitive! Please make sure that email addresses are entered exactly as they are configured on the XMPP server. If this is not the case, Presence subscriptions will most likely fail!

9.2 Chatting



9.3 Parallel Chats

It is also possible have several conversations at the same time. All ongoing chats will be displayed as a list in the Chat screen.
If a data connection is available, your default presence state will be "Online". To change this, touch the presence status bar in the Chat screen of your AMC to open a menu with the available presence states. Select the one you would like to apply by touching it.
Do not Disturb (DnD): This presence state is set automatically if there is an ongoing call. It will return to the previously set presence status after the call has been terminated.

10 Mobile Least-Cost Routing (MLCR)

The following explains how to actively use the features *Callback*, *Call through*, and *SIM Switch*.

About MLCR

It is possible to configure number patterns (first couple of digits of a phone number) which will trigger an automatic least-cost routing. These 'routing rules' can be deployed to the AMC from the AMCC (please refer to the Aastra Mobile Client Controller Administrator Manual). However, a different routing feature can be selected manually by the user even if these routing rules are present, refer to 8.5.

10.1 (HTTPS) Callback

Use Callback to reduce costs of outbound calls made via the AMC. In a Callback call the call to both the A- and B-party are setup from the PBX. How to start a *Callback* is explained in 8.5 on page 26. If your company makes global use of the MLCR, dialing certain phone numbers might trigger a *Callback* automatically! Rules for automatic routing can be made and deployed to the AMCs using the AMCC.

Note: The HTTPS Callback request goes through a data connection that might not be available or fail. In the case of failure, the AMC will automatically fall back to a Call-through call. The call is still placed through the PBX, however, you do not have the cost benefits anymore.

How Callback works

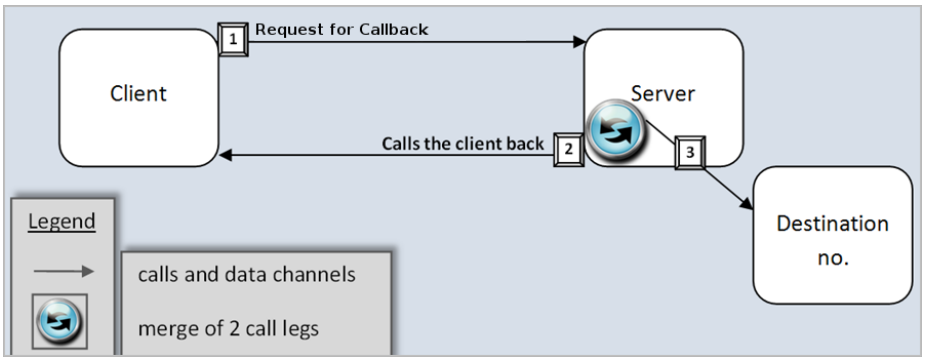


Figure 6: Simplified functionality of Callback.

A Callback is invoked via HTTPS. The AMC also sends the phone number that you would actually like to call (1). The AMCC in return calls the AMC (2) and the destination number (3). The two calls are connected as soon as they are established.

Further Configuration: HTTPS Callback

HTTPS is enabled automatically on the AMCC. On the AMCs the use of packet data (refer to 12.6) has to be allowed.

10.2 SIM Switch

You can take advantage of using local SIM cards in different locations. Note that SIM Switch is a feature that is not part of the LCR file. There are two ways to activate a new SIM card.

1. If enabled, SIM Switch will be available in the home screen. Selecting SIM Switch will register your new SIM Card by setting up an unanswered call to the AMCC.
2. After insertion of the new SIM card, the AMC will open a dialog in which you can select to execute a SIM Switch and register your new SIM card. If you select the option *Later*, the pop-up will reappear at the next startup.

Your system administrator has the option to allow new SIM cards, i.e. new cellular numbers, to be added to a user account. If this option is not used, new SIM numbers have to be configured in the AMCC beforehand to be able to register them from the AMC.

Several Number Support

The AMC Solution is able to manage several SIM Cards (*GSM Numbers*) per user. Please refer to page 44 for general setup and functionality. A SIM number must not be used more than once in your system!

11 User Settings

There are a couple of mandatory settings that have to be configured to be able to use all of your AMC's features. All settings, mandatory and optional, are explained in this chapter.

Configuration Deployment via Redirect Server

If the option "Redirect Server" is used in the deployment facility of the AMCC, the user only has to enter his or her mobile phone number at the first start of the AMC to receive the complete configuration for the AMC.

In the Case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to enter Registrar IP, Username and Password manually. The AMC will then try to download the configuration with this information.

Configuration Loss with Firmware Updates

Normally, the configuration is not lost with firmware updates. Should the configuration be lost, however, the AMC has to be redeployed.

Never change preconfigured Settings!

Every number has to be configured on the AMCC, and will hence in most cases be preconfigured on the AMC. If one of them does not work properly, ask your administrator to check if the according feature has been activated for your User Account on the AMCC. If your AMC has been preconfigured, simply skip the Configuration chapter. However, you may want to consult it, to fully understand how your AMC works.

11.1 FMC Numbers

11.1.1 Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination In most cases this will be your desk-phone number, but it can be any number. The AMC will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

11.1.2 Exception Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

11.2 Dual Mode Settings

Select *Single Mode* or *Dual Mode*:

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the Android device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.6.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native Android application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

11.3 VoIP Settings

11.3.1 Mic Volume

Increase or decrease the volume of your microphone, i.e. the input volume, with this setting for VoIP calls. The default setting is "0". The range from -4 to 4 is supported.

This settins does not apply to non-VoIP calls!

11.4 Mic ALC

This setting enables automatic volume control (”clipping prevention”). An algorhythm using "Max Index Spread" and "Max Loops" sets the effect of this setting. Please do not alter these settings, unless advised to do so.

11.5 Network Settings

The following settings manage the use of Packet Data for all services offered by the AMC.

11.5.1 Network Preferences

Unlike Wi-Fi connections, cellular connections cannot carry data. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider’s network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone’s battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 14 contains information about the amount of data consumed by certain features.

11.6 Call Preference

By setting the *Dial Mode* you can configure in which situations your AMC shall handle incoming and outgoing calls.

The rule you choose here will only be applied if the AMC is activated.

11.6.1 Dual Identity

In Dual Identity mode your AMC will only handle calls made from within the AMC. Calls made from the native Android menu, will not be handled by the AMC automatically.

11.6.2 Always AMC

With this setting, the AMC is automatically used for all calls. This means that even calls initiated from the native dialer will be handled by the AMC!

Please make sure that the native setting "Send my caller ID" is set to "Set By Network" under "Call Settings" if this option is used.

11.6.3 Automatic Start

If *Automatic Start* is enabled, the AMC will be started automatically whenever the phone is switched on.

11.6.4 Handover Settings

The following settings determine when a handover from a VoIP call to a cellular call (and vice versa) is triggered.

Automatic Handovers can be enabled and disabled with the checkbox in this section.

11.6.5 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

This will only be applied when you are not in a roaming state.

11.6.6 Audio Separation

Due to platform properties, it is not possible to separate a Wi-Fi audio connection on some devices (for example on Milestone and Droid) as it is possible on other hardware. Solve this issue by activating *Audio Separation*.

11.6.7 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the call options menu by touching and holding the phone button, an entry in the contacts or call log screen.

11.6.8 Log Level

This setting should only be used by administrators for testing and/or trouble shooting. Using these options is only suitable for advanced administrators.

Terminal

View live logs with the setting *Terminal* and the `ddms.exe` (which is part of the Android SDK). Turn the *Terminal* logging on, connect your phone to the computer with the appropriate SDK version and run the `ddms.exe`. Once you click on the hardware device in the ddms-viewer, you will see all live log messages.

File

Set the *Log Level* to *File* to have the AMC write logs into a file called `AastraMCLog.txt` in the AastraMC folder on the SD card of your phone.

11.6.9 Simple Logging

This setting enables call debugging. If there are for example issues with the Caller ID or other reoccurring issues with calls, use the option "Simple Logging". All ”simple logs” will then be saved to the file `simple_log.txt` in the ”AastraMC” folder.

11.7 IM/Presence

The following settings enable the Chat and Presence services.

11.7.1 Enable IM/Presence

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 9 to learn more about this functionality.

The *Presence Domain* setting will not be lost even if this option is disabled!

11.7.2 Presence Domain

If you would like to use the IM and Presence service of the AMC, the host URI of the desired Presence Domain in your network has to be entered here. Contact your administrator for further information. As soon as the Presence Domain has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

11.8 About Application

If asked for the version of your AMC for Android, for support reasons or others, the *About Application* section will give you all relevant details. It also contains your SIP User Name.

12 Administrator Settings

Tap on the screen three times anywhwere in the "About" view of the setting section to open a prompt to enter the passphrase for access to the administrator settings.Passphrases change over time (every day/24h), and can be retrieved from our support team. These settings are blocked from user modification to ensure aptness of settings.

Administrators: Use the AMCC to configure settings remotely!

12.1 FMC Numbers

In order to take advantage of the available AMC Solution features the AMC and the AMCC "communicate" via special numbers which must be configured on the AMCC to trigger a certain behavior in cellular networks.

12.1.1 PBX Dialing-in Number

The *PBX Dialing-in Number* is used for cellular calls. It is used by the AMC to route the calls through your company network (AMCC). It makes extension dialing from the AMC possible i.e. (calling colleagues via their extensions numbers and not their full numbers). It also ensures that your corporate phone number is displayed to the called party and not the number of your currently used SIM card.

AMCC-Side

This number has to be configured for the *PBX Dialing-in* purpose on the AMCC!

E.164 Format

The *PBX Dialing-in Number* has to be configured in E.164 format to ensure that the AMC is always able to dial it independently from its location.

12.1.2 SIM Switch Number

If you select *Activate SIM Card* in the main menu, the AMC uses this number to communicate to the AMCC that a new SIM card has been inserted. If the number of this SIM card is configured for your *User Account* on the AMCC, your new SIM card will be activated and you will be able to take advantage of the features of the AMC Solution.

`Sim-Switch-Number:` [digits]

Advantage of SIM Switch

All of the services offered by the AMC are exclusively available for configured users. However, some users might have several SIM cards, mostly for taking advantage of lower tariffs in different countries. It is possible to configure up to ten cell phone (SIM card) numbers per user, but only one at a time will be "active".

How it works

A call to *SIM Switch* number is placed and hung up immediately. This guarantees that the call is free of charge since it is never really established. If the SIM Switch request was unsuccessful, you will not be able to make calls from now on, since the AMCC cannot authenticate you. Such a failure should not happen, unless your new SIM number was configured incorrectly on the AMCC.

What to do if SIM Switch doesn't work

If Automatic Start is activated, and if the SIM card requires PIN activation, the AMC won't detect the new SIM card until the AMC was restarted. Restart the AMC to see if the problem persists.
Your previously used SIM card will continue to work, unless there is a problem on the AMCC-side: Check if there is a temporary problem by reinserting the former SIM card. If it does not work, the error is likely to be located at the AMCC.
If repeated attempts to Activate SIM Cards fail and if the configured number of the second SIM card is correct, the reason could be an improper Caller ID sent from your new SIM card. In those cases the switch has to be conducted manually on the AMCC.

12.1.3 IMS WLAN to Cellular

If signal strength of the Wi-Fi hotspot decreases to a point where the voice quality suffers, the client hands over the call to the cellular network. With Android this "handover" is done via IMS.

How it works

The IMS-Number is used by the AMC to communicate to the AMCC that a manual handover from Wi-Fi to your cellular network is desired. It has to correspond to the number configured for this purpose on the AMCC. The call will then be established via this number.

`Ims-Wlan-To-Cellular-Number:` [digits]

12.1.4 MTC Number(s)

MTC stands for Mobile Terminated Call. The *MTC Number* will be associated as Caller ID for your corporate system (AMCC). You could say that this is the identification the AMCC uses towards the AMC. If the *MTC Number* is set, all Enterprise calls must come with this Caller ID otherwise they will not be handled by the AMC. In order to make sure that the number is positively matched, you have to enter your PBX number in international format.

Use Case

The *MTC Number* or prefix identifies a call as an Enterprise (AMC) Call. All AMC Solution features become available for identified *Enterprise Calls*. A 100% match of the *MTC Number* is required for the transmission of Caller IDs (refer to 8.2).

Note: To be able to present some Caller ID information when an operator uses CLIP-call screening, the AMC introduces an entry in the Contacts if an MTC number is set in the client configuration.

`Mtc-Number:` [digits]-[digits]-[digits]

12.1.5 Voice Mail Number

If your Voice Mail is configured here, you have the possibility to access your corporate voice mail messages via the AMC.

12.1.6 Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination In most cases this will be your desk-phone number, but it can be any number. The AMC will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

`Fast-Forward-Number:` [digits]

12.1.7 Exception Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

`Premium-Service-Numbers:` [digits]-[digits]-[digits]

12.2 Dual Mode Settings

Select *Single Mode* or *Dual Mode*:

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the Android device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.6.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native Android application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

`Dual-Mode`: SINGLE_MODE, DUAL_MODE

12.3 VoIP Settings

The IP address is the IP address or host name of your AMCC (or the first network device in between AMC and AMCC). The default port is 5062.

12.3.1 Registrar and Port Settings

The IP address and port that have to be entered here, as well as your user credentials, should be given to you by your system administrator.

12.3.2 Username and Password

The *Username* is the username that has been registered on the AMCC. Usually it is your corporate phone number (to make it unique in the system). The *Password* is the one that belongs to your username in the AMCC.

12.3.3 Protocol (Transport) and Preferred VoIP Codec

These settings should only be altered by administrators.

Select UDP, TCP or TLS (with SRTP) as the transport protocol. TCP is preferable for longer battery life.

The preferred VoIP Codec can be set to U-law or iLBC. iLBC required less data which makes 3G usage less expensive (depending on your data plan, refer to section 5).

Note: The iLBC is only supported on newer devices (with ARM version 7 or later). The iLBC codec will not be offered in the settings section if the device doesn't meet the requirements.

Transport Protocol

The transport protocol should be TCP only! The reasons are system performance
and battery time.

`Transport`: UDP, TCP and TLS.

`Codec`: PCMU (U-law), iLBC.

12.4 Echo Cancellation

This setting activates an echo filter to cancel any echo during a call. It is by default activated to improve call quality.

12.4.1 Mic Volume

Increase or decrease the volume of your microphone, i.e. the input volume, with this setting for VoIP calls. The default setting is "0". The range from -4 to 4 is supported.

This settins does not apply to non-VoIP calls!

12.5 Mic ALC

This setting enables automatic volume control (”clipping prevention”). An algorhythm using "Max Index Spread" and "Max Loops" sets the effect of this setting. Please do not alter these settings, unless advised to do so.

12.6 Network Settings

The following settings manage the use of Packet Data for all services offered by the AMC.

12.6.1 Network Preferences

Unlike Wi-Fi connections, cellular connections cannot carry data. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 14 contains information about the amount of data consumed by certain features.

`Dual-Mode-Network:`

GPRS_OFF, GPRS_MINIMAL, GPRS_DYNAMIC, GPRS_LOCAL_NETWORK

12.7 Call Preference

By setting the *Dial Mode* you can configure in which situations your AMC shall handle incoming and outgoing calls.

The rule you choose here will only be applied if the AMC is activated.

`Call-Preference:` ENTERPRISE_ONLY and DUAL_IDENTITY (default)

12.7.1 Dual Identity

In Dual Identity mode your AMC will only handle calls made from within the AMC. Calls made from the native Android menu, will not be handled by the AMC automatically.

12.7.2 Always AMC

With this setting, the AMC is automatically used for all calls. This means that even calls initiated from the native dialer will be handled by the AMC!

Please make sure that the native setting "Send my caller ID" is set to "Set By Network" under "Call Settings" if this option is used.

12.8 Misc. Settings

12.8.1 Automatic Start

If *Automatic Start* is enabled, the AMC will be started automatically whenever the phone is switched on.

`Auto-Start:` true or false (default)

12.8.2 International Prefix

In this field you can specify with which characters a leading plus "+" should be replaced whenever it is signaled in DTMF.

`Plus-Substitution-Target:` default is " #* "

12.8.3 Maximum Number Length

The *Maximum Number Length* determines after how many digits (of a phone number) the AMC will send DTMF (in cellular networks). In most cases, this depends on the first network device on the way (gateways and trunks in many countries support up to 19 sometimes even 21 digits). To ensure the correct functionality, simply set this value to "0".

Attention

This setting can be used to expedite the dialing of Call-through calls, basically getting it to the same level as with operator supported dialing (OSD) functions enabled. This feature will attach the destination number to the Call-through number. It does not require a data connection. You should however be aware that it only works in countries without fixed number lengths and if you have a trunk with your carrier that allows passing the additional digits.

`Max-GSM-Number-Length:` default is 0

12.8.4 HTTPS Port

If a port is configured here and if HTTP(S) has been activated on your AMCC, data connections will be established automatically whenever necessary(for Callbacks, to access the Corporate Contacts etc.).

`Https-Port`: default is 448 for HTTPS (default protocol) and 80 for HTTP.

12.8.5 Handover Settings

The following settings determine when a handover from a VoIP call to a cellular call (and vice versa) is triggered.

Automatic Handovers can be enabled and disabled with the checkbox in this section. The *Disconnect Threshold* determines when a call will be handed over to the cellular network, whereas the *Connect Threshold* is the minimal signal strength for cellular to Wi-Fi handovers. Also taken into consideration for handovers is the so called *Alpha Value* which is a correction factor for the hysteresis function for handovers. Higher value means more responsive, lower value means sluggish handover.

Note: Normally, there should not be any need to modify these settings. However, if you think that these handovers happen too late, i.e. if the call quality decreases too much before the handover is done, try adjusting these settings.

`DisconnectThreshold`: digits (value), default is 80.

`ConnectThreshold`: digits (value), default is 75.

12.8.6 OTA-URL

If the Redirect-Server option isn't used to download the configuration (refer to 6), the OTA-URL setting can be used to specify a custom link (HTTP oder HTTPS) to the configuration data.

Which Settings will be downloaded?

All data present on the AMCC will be pulled (configuration entered in the GUI as well as the *OTA Configuration* entered and saved in the *LCR/OTA/Feature File* editor (*Client Deployment* tab).
Please refer to page 37 where the **Configuration Deployment** facility is described for the AMC part.

12.8.7 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

This will only be applied when you are not in a roaming state.

`OperatorSupported:` true or false (default).

12.8.8 User Account Key

Here you can find your AMC User Account key.

12.8.9 Take Number

Note: This option might not be supported by your PBX.

This setting can be used to transfer calls from your desk phone to your mobile phone. Please refer to the documentation of your PBX to check if it supports this feature. There you will also find the information necessary for the configuration of this feature.

`Take-Number:` [digits]

12.8.10 Feature Access

Note: This setting is only needed if Operator Supported Dialing (OSD) is used! Refer to 12.8.7.

Enter a number here that makes your PBX route a call to the AMCC. This number will then be dialed to ensure the functionality of out-call features such as Call Forwarding in conjunction with OSD.

`Feature-Access-Number:`

12.8.11 LCR

This option will make the AMC adhere to least-cost-routing (LCR) rules if a rule set has been deployed along with the AMC configuration.

The AMC will download the configuration from the AMCC by default if the *LCR Server Host* and *Port* are not specified. Enter the interval (days) in which the AMC should look for LCR updates on the specified server.

Note: The OTA-URL (12.8.6) will override this setting for the configuration download.

Refer to page 37 for information about **Configuration Deployment**. See section 10.1 for the description of the most used LCR feature: *Callback*. The Aastra Mobile Client Controller Administrator Manual contains in depth information about the configuration of LCR rules.

`Lcr-Enabled:` set to true or false.

12.8.12 Customized Features

Enable this setting if there is a custom *Feature File* available for download on the AMCC. The AMC will download the custom features instantly after this option has been enabled.

12.8.13 Audio Separation

Due to platform properties, it is not possible to separate a Wi-Fi audio connection on some devices (for example on Milestone and Droid) as it is possible on other hardware. Solve this issue by activating *Audio Separation*.

12.8.14 Jitter Buffer Size (ms)

This setting should not be altered. The factory default values of the AMC are normally apt to a variety of network configurations. There should hence be no need for modification.

`Jitter-Buffer:` 60, 180, 240, 360; in ms; default is 120

12.8.15 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the call options menu by touching and holding the phone button, an entry in the contacts or call log screen.

This has to be configured as a *PBX Access Code* on the AMCC!

`Prefix-Anonymous`: default is empty.

12.8.16 Log Level

This setting should only be used by administrators for testing and/or trouble shooting. Using these options is only suitable for advanced administrators.

Terminal

View live logs with the setting *Terminal* and the `ddms.exe` (which is part of the Android SDK). Turn the *Terminal* logging on, connect your phone to the computer with the appropriate SDK version and run the `ddms.exe`. Once you click on the hardware device in the ddms-viewer, you will see all live log messages.

File

Set the *Log Level* to *File* to have the AMC write logs into a file called `AastraMCLog.txt` in the AastraMC folder on the SD card of your phone.

12.8.17 Simple Logging

This setting enables call debugging. If there are for example issues with the Caller ID or other reoccurring issues with calls, use the option "Simple Logging". All ”simple logs” will then be saved to the file `simple_log.txt` in the ”AastraMC” folder.

12.9 Licensing

This contains the IMEI, expiry date and license key for your AMC.

12.10 IM/Presence

The following settings enable the Chat and Presence services.

12.10.1 Enable IM/Presence

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 9 to learn more about this functionality.

The *Presence Domain* setting will not be lost even if this option is disabled!

`IM-Enabled:` true, false (default)

12.10.2 Presence Domain

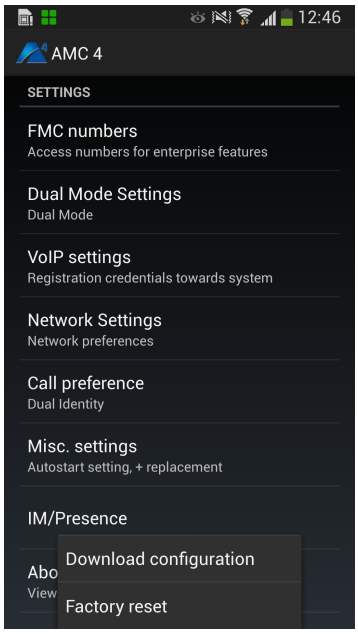
If you would like to use the IM and Presence service of the AMC, the host URI of the desired Presence Domain in your network has to be entered here. Contact your administrator for further information. As soon as the Presence Domain has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

`IM-Host:` domain name or IP address - please use consistenly domain names or IP addresses for all settings of the AMC which require this kind of information.

12.11 About Application

If asked for the version of your AMC for Android, for support reasons or others, the *About Application* section will give you all relevant details. It also contains your SIP User Name.

13 Factory Reset of the AMC



It is possible to do a quick, but complete factory reset. Open the *Settings* and click on *Menu* for a context-sensitive menu. It will give you the option to execute a factory reset which will delete all configurations made.

A new configuration deployment with the option *Download Configuration* (includes configuration, Feature File and LCR settings) might be desirable (refer to page 37 for a general explanation of configuration deployments).

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